MEDICAID MEMO

Last Updated: 03/09/2022

Notification of the Implementation of KePRO's New Provider Portal System & Web-Ex Sessions — Effective Monday, October 31, 2011

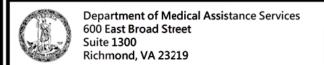
The purpose of this memorandum is to notify providers and case managers who submit service authorization requests to KePRO, DMAS' Service Authorization Contractor, that the iEXCHANGE™ system will no longer be available to providers, effective 5:00 p.m., October 28, 2011. Providers must begin utilizing KePRO's *new* Provider Portal effective Monday, October 31, 2011 at 6:00 a.m.

Providers will be able to submit Service Authorization requests via the current iEXCHANGE™ system through 5:00 p.m. on Friday October 28, 2011. KePRO's fax system and phone messaging will remain active for providers to submit Service Authorization requests during that transition weekend. The new Provider Portal will be operational on Monday, October 31, 2011 at 6:00 a.m.

KePRO is making this transition to their own Provider Portal so that changes may be made to their system more easily when DMAS program changes occur. Since KePRO owns the system, their internal IT staff can make these necessary changes that will facilitate easier submission by providers. There will be more specific prompts and edits related to specific programs in the new system. DMAS-related information from the iEXCHANGE™ system will be transferred into KePRO's new Provider Portal prior to October 31, 2011.

The registration process for providers is vastly simpler and quicker than with $iEXCHANGE^{\text{\tiny TM}}$ and happens immediately on-line. For *existing* providers currently registered with $iEXCHANGE^{\text{\tiny TM}}$, users will need to choose a new password for KePRO's new Provider Portal. More specific details about migration of $iEXCHANGE^{\text{\tiny TM}}$ user accounts will be forthcoming in the trainings.

All inquires related to the transition from iEXCHANGE™ to KePRO's new Provider Portal



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must be directed to KePRO. Providers may call:

804-622-8900

1-888-827-2884 of-state or long distance

Richmond areas, out-

Richmond local

Who Should Attend KePRO Training:

If you are currently submitting requests to KePRO for services by any method (fax, phone, web portal, or mail), then you should attend the training. Training dates and locations are in the chart below. The

training sessions will be performed live at various venues identified in this memo, and through Web-Ex presentations. Registration will be performed by DMAS and will use the WebEx system for the live on- site registration process. Online Medicaid training registration can be accessed at http://dmasva.dmas.virginia.gov/default.aspx. Capacity is limited, so register to secure your space today. For additional information, please go to the DMAS website and click on *Upcoming Training Events* on the right side menu.

There will be two sessions per day.

Morning sessions are for providers utilizing the following service types:

0400 - Inpatient Acute

0401 -

Inpatient Psychiatric

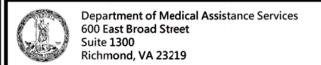
0903 - EPSDT Inpatient Psychiatric

0200 - Intensive Rehab

0750/0751 - CSA and Non-CSA Residential Treatment

0752/0753 - Group Home Level A & B

Afternoon sessions are for providers utilizing the following service types:



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0050 - Outpatient Psychiatric **0051** - Substance Abuse

0092 - Orthotics (EPSDT) **0096** - EPSDT Substance Abuse

0100 - DME **0204** - Outpatient Rehab

0450/0451/0452 - MRI/CAT/PET **0500** - Home Health

0625 - Elderly Case Management **0650** - Community Mental Health

0900 - EDCD Waiver **0902** -

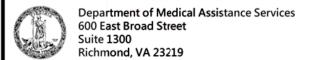
DD Waiver **0909** - Money Follows the

Person **0920** - AIDS Waiver

0960 - Tech Waiver

Live On-Site Training

Date	Session - I	Session - II	Location
1	•	PM	VA Beach Central Library Auditorium 4100 Virginia Beach Blvd. VA Beach, VA 23452
October 6, 2011	•	PM	Fairfax Government Ctr. Board Room Auditorium 12000 Government Center Pkwy. Fairfax, VA 22035
October 12, 2011	•	Registration 12:30 PM	Cultural Arts Center At Glen Allen Cardinal Ballroom 2880 Mountain Road Glen Allen, VA 23060



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October 20, 2011	Registration 9:00 AM Training 9:30 AM-12:30 PM	Registration 12:30 PM Training 1:00 PM -	VA Highlands Community College LRC Auditorium - Bldg. 605 1 VHCC Way Abingdon, VA 24212
	Registration 9:00 AM Training 9:30 AM-12:30 PM	Registration 12:30 PM	VA Western Community College Whitman Auditorium 3099 Colonial Ave, SW Roanoke, VA 24038

KePRO WebEx Training

Additional information regarding the KePRO WebEx sessions will be available on the KePRO website: http://dmas.kepro.com/ To attend a scheduled web based training:

Go to the KePRO website, https://dmas.kepro.com, click on the *Training* tab and you will see the *Scheduled Training Live and Recorded* link. This will take you to the live and recorded sessions.

KePRO WebEx Training

Session I: 9:30 a.m. — 12:30

p.m. **Session II:** 1:00 p.m. —

4:00 p.m.

WebEx	Session I	Session II
WebEx - 1	Monday, October 3, 2011	Monday, October 3, 2011
WebEx - 2	Monday, October 10, 2011	Monday, October 10, 2011
WebEx - 3	Tuesday, October 18, 2011	Tuesday, October 18, 2011
WebEx - 4	Monday, October 24, 2011	Monday, October 24, 2011
1	Wednesday, October 26, 2011	Wednesday, October 26, 2011



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Registration is not required to attend KePRO's live web presentations, but space is limited to 100 attendees. All recorded trainings will be available to view at your convenience at any time.

KePRO Contact Information

E-Mail: ProviderIssues@kepro.com Customer Service Assistance: Toll Free 1-888-VAPAUTH

(1-888-827-2884)

Local Phone: (804) 622-8900

http://dmas.kepro.com/

DMAS Contact Information

E-Mail: PAUR06@dmas.virginia.gov PAUR Unit Phone: 804-225-3536

DMAS Provider Helpline:

800-552-8627 (in-state long distance) 804-786-6273 (local and out-of-state)

www.dmas.virginia.gov

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices.

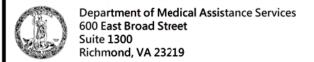
Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31, 2011 at http://dmas.kepro.org/.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance

1-800-552-8627 All other areas (in-state, toll-free long distance)



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Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.